

City of Seattle Immigrant & Refugee Engagement Project Interview Questions

INTRODUCTION

- Explain purpose of our project and use of this information
 - City of Seattle has been examining its services to immigrants and refugees for the past year.
 - The City is committed to improving services for immigrants and refugees
 - We are meeting with many people throughout the city to get your advice about how the City can serve your community better.
 - We really appreciate you taking the time – your ideas are very important
- All the details of the interview are confidential – what you say will be summarized with about 100 interviews. We do ask your permission to list you in our Report to the city, but your individual statements will be confidential.
- Ask a little about themselves & explain how they were selected for an interview
- Show list or brochure of the direct City services that we are focusing on

Give them Consent/Confidentiality sheet to sign

1. Please describe your roles in the community – what organizations are you part of, what work are you doing with your community members?

SERVICES

2. Which of these services offered by City of Seattle have you used, or have you helped your community members use?
3. What was your experience with using these services?
Use these questions to explore more deeply, if needed:
 - How did you find out about the services?
 - Could you get the services directly?
 - Did you need to help the person access the service?
 - Were you satisfied with the results?
If yes, describe what was good about it. If no, why not
4. What services does the City of Seattle provide really well? What about your experience was positive?
5. Are there some listed here that you don't know what kind of help they offer?
6. What should the City do so that your community members can get better assistance from these services?

7. What services does your community need but can't get? (not just limited to those provided by the City)

ORGANIZATION QUESTIONS

If they are a leader/member in an immigrant/refugee organization, ask these questions also:

8. Has your organization applied to the City for support in serving your community?
9. What has been your experience seeking City support?
10. What could the City do differently to strengthen immigrant and refugee organizations?

CIVIC PARTICIPATION

11. Have you been involved in giving Elected Officials your opinion about what they should do?
(give examples – going to public hearings, writing letters, calling council members)
12. Please describe the results of these efforts and how you feel about interacting with the City.
13. How can your community best give advice to the City or have input in their decisions?

Some people suggest the City have an Advisory Group about immigrant and refugee issues. What do you think?

SOCIAL CHANGE

14. What could the City do to help make your community stronger and healthier?
15. What would you like to see that would support your feeling of being part of the larger community?

Closing Question

16. If there was one service/activity that would make a big difference for your community, what would that be? Can expand the discussion to draw out specifics- What major barrier or challenge do recent immigrants in your community face?

THANK YOU – Ask their permission in providing their contact information to the City for their further communications.